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THE COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF INDUSTRIAL ACCIDENTS

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MEMORANDUM

TO: ALL MASSACHUSETTS UTILIZATION REVIEW AGENTS

FR: OFFICE OF HEALTH POLICY

DA: NOVEMBER 22, 2004

RE: TREATMENT GUIDELINE 20 AND 21

The Office of Health Policy conducted training sessions for UR Agent during June and August of 2004. At these meetings the Department informed Agents of changes to Treatment Guidelines 20 and 21, Diagnosis and Treatment of Neck and Back (Spine) Injuries, Conservative Outpatient Treatment. The Department stated that when reviewing a request for UR under Treatment Guidelines 20 and 21 the Agent must use the date of the UR request and not the date of injury to conduct a review under these treatment guidelines. This change was made to assure MA UR Treatment Guidelines are used when reviewing requests for UR.

As Agents are aware, the Department is in the process of reviewing and revising the Health Care Service Board Treatment Guidelines. Until the revisions are complete, please note this change to Treatment Guideline 20 and 21 and incorporate it into your UR procedures.

If you have concerns or questions regarding this matter, feel free to email Deborah Di Bella at deborahd@dia.state.ma.us or call 617-727-4900 ext. 425.